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Via ECFS
Marlene H. Dortch, Secretary
Federal Communications Commission
445 12th Street, S.W.
Washington, D.C. 20554

**Re: In the Matter of Petition of USTelecom for Forbearance Pursuant to
47 U.S.C. Section 160(c); WC Docket No. 18-141; Category 1**

Dear FCC,

I recently switched my DSL service from AT&T to Sonic 's fast and reliable broadband for my small nonprofit business. Broadband competition is essential to the health of our economy and innovation. I switched because AT&T treated its customers terribly--raising prices without notice, requiring customers to fight and threaten to leave to get fair prices, and refusing to give a refund when there was a billing error; after months of compaints, they finally relented and gave me a refund only after I filed a complaint with the California PUC. Sonic was among the first in my area to provide fiber optic service which is outstanding and is at a fair price and treats its customers with respect. It's outrageous to make consumers return to a company that has an inferior product and poor, even dishonest customer service and practices. Are you watching out for citizens or monopolies?

Harriet Goldman